

ROQ

Return on Quality



BUS Division Provides QUEST Training to DOE-AL

Over the past year, we have been able to accommodate 1-2 DOE participants in each of our monthly QUEST process improvement classes. However, in the fall of 1995, Frank Baca of DOE-AL requested that BUS Division conduct a special QUEST class in Albuquerque for members of DOE-AL's Budget and Resources Management Division (BRMD). In addition, BRMD's director, Jo Loftis asked us to facilitate the start up of a process improvement team to look at reducing the cycle time in the certification of funds process. We met with the process improvement team leader, Luis Martinez, to lay the groundwork for us to facilitate the team. Many of the process improvement team members attended our QUEST class. By so doing, these team members were able to learn and practice the Plan-Do-Check-Act method of process improvement in the class simulations. Immediately following the QUEST training, the BUS division Quality Support Office facilitated the start up of BRMD's "Certification of Funds Process Improvement Team." This included discussion of an objective for the team (objective statement), establishing measures for baseline data (quality performance measures), and reviewing the process flow diagram for their current process. These were all tools learned in QUEST and put to immediate use!

